



progressplus helps barnshaws improve operational efficiency and improve customer satisfaction

Established in 1969, Barnshaws is the largest steel bending group in the world and has manufacturing facilities throughout the UK. The company provides a wide range of services including section bending, aluminium extrusion bending, cambering, tee splitting and profiling.

The company is organised into four distinct divisions: Section Bending, Plate Bending and Shearing, Structural and Profile Cutting. These divisions are primarily based in the four locations in the Midlands - with the satellite facilities in Manchester and Hamilton providing services across all four areas.

The company is technologically advanced in all aspects from customer communication and work administration to computer controlled bending and cutting.

Some of the world's largest construction projects have used Barnshaw's services including most major airports and transport projects, sports stadiums, commercial buildings and civil projects.

Barnshaws holds ISO9001-2000 accreditation and in 2005 the company won the Metskill lean manufacturing award.

In 1999, during a review of the operations, the company determined that the manual systems and spreadsheets used to manage their business were causing some problems.

"The manual systems and spreadsheets we were using to run the business at that time were extremely inefficient," said Craig Barnshaw, managing director at Barnshaws. "For example, if we had a query about a specific job it was time consuming and very difficult to get accurate answers."

"This meant that we could not give fast and accurate answers to customers and suppliers and so was creating a perception that the company was delivering poor levels of service."

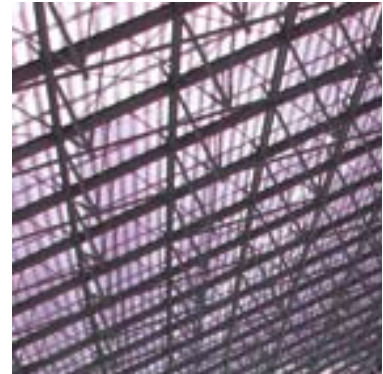
After evaluating a number of different business control systems, the company selected ProgressPlus.

"We looked at a number of systems from big and small companies, but ProgressPlus seemed to offer us the flexibility we needed across the wide range of businesses we operate. Most importantly, ProgressPlus was the most impressive system we looked at in terms of being quick and economic to modify and adapt to meet any changing business needs."

Eight years on and ProgressPlus is now being used across the entire company by forty users.

"ProgressPlus is an excellent business control system that has developed as our business has evolved. Each part of the business has had specific requirements over time but Berkeley Myles Solutions has been able to provide enhancements to meet these needs. So our initial reaction to the system has definitely been shown to be correct."

fabrication



"ProgressPlus has dramatically improved the efficiency of our business"



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"ProgressPlus has dramatically improved the efficiency of our business - for example we can now instantly run a customized report that shows us the exact status of customer orders, allowing us to spot potential problems before they happen. That means our customers have absolute confidence that what we tell them is indeed accurate."

"Lead times and reliability have also improved and Barnshaws lead the field in terms of a quality product on time. Customers have noted a huge change in the level of service they now receive and overall customer satisfaction has increased. As a result the company has taken considerable market share."

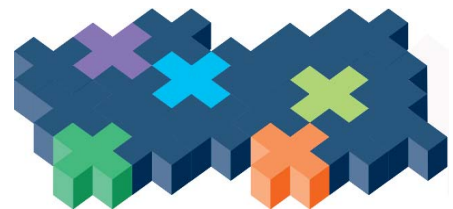
Barnshaws has also been impressed with the support they have received.

"The fact we can talk directly to support experts who understand the software and our business means that support has been exceptional. We are very happy with ProgressPlus and the system improves on a monthly basis and we have no hesitation recommending ProgressPlus and Berkeley Myles Solutions."

www.barnshaws.com



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